



**MINUTES OF MEETING  
(QMS Management Review)**

**DATE** : December 19, 2017

**VENUE** : BIWAD's Office- Conference Room

**Present during the meeting:**

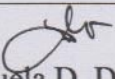
Name	Office/ Division	Position
Mariano V. Gonzalo	Top Management	General Manager
Manuela D. De Vera	Administrative & Finance	Division Manager B
Jacqueline F. Terrado	Commercial	Division Manager B
Louella A. Cano	Operation & Technical Services	Officer-in-Charge
Rhodora F. Quinto	Administrative & Finance	Cashier A
Juan L. Montes	Commercial	Senior Water/Sew. Maint. Man A
Jonathan B. Cruz	Administrative & Finance	Property/Supply Assistant B
Gina C. De Guzman	Commercial	Senior Data Encoder
Hazel D. Soriano	Commercial	Utilities/Cust. Service Assistant C
Bony R. Carrera Sr.	Operation & Technical Services	Water/Sew. Maintenance Foreman
Ariel F. Ibasan	Operation & Technical Services	Plant/Electrician Mechanic B
Marlon C. Valdez	Operation & Technical Services	Water Resources Facilities Operator B

**Absent during the meeting (where appropriate, indicate the reason for absence):**

Name	Office/ Division	Position
n/a	n/a	n/a

**Other attendees during the meeting:**

Name	Office/ Division	Position
Presentacion J. Bombeta	Consultant	Business Leaders Expert Solution (BLESS)

**Chaired by:**  Manuela D. De Vera (QMR)

**Time started:** 2:10 PM



**Highlights of the Review:**

AGENDA/HIGHLIGHTS/ACTION ITEM	WHO/WHEN (for action item only)
<p>1. Status of actions from previous management reviews</p> <ul style="list-style-type: none"> <li>✓ Since this is the first Management Review in line to the new standard of ISO 9001:2015, there were no follow-ups conducted.</li> </ul>	
<p>2. Changes in external &amp; internal issues relevant to QMS, if any;</p> <ul style="list-style-type: none"> <li>✓ Discussed background of QMS implementation</li> <li>✓ Scope of the QMS in line with the new standard of ISO 9001:2015 was also discussed by the QMR.</li> <li>✓ Launching &amp; implementation of new procedures, documented information and use of forms such as formulation of additional reports &amp; requirements for water treatment plant daily operation &amp; water service applications.</li> </ul>	
<p>3. Information on the performance and effectiveness of the QMS</p> <p>a) Customer satisfaction and feedback from relevant interested parties</p> <ul style="list-style-type: none"> <li>✓ Implementation of Feedback Mechanism was discussed and results thereof shall be analysed and evaluated which is one of the major non-conformity found during the IQA</li> <li>✓ Documentation for client's satisfaction and feedback mechanism shall be maintained by the support services/ frontline services officer.</li> </ul> <p>b) Monitoring, measurement, analysis and evaluation including status of action taken, where applicable</p> <ul style="list-style-type: none"> <li>✓ There is a need to improve the monitoring and analysis of results.</li> </ul> <p>c) Fulfillment of compliance obligations including status of action taken, where applicable</p> <ul style="list-style-type: none"> <li>✓ Monitoring mechanism shall be established and completed.</li> </ul> <p>d) Results of QMS audit progress of nonconformities and corrective actions taken</p> <ul style="list-style-type: none"> <li>✓ Internal Quality Audit was conducted on November 14, 2017 and results thereof have been discussed</li> <li>✓ Commitment for corrective and preventive actions for non-conformities shall be ensured.</li> </ul> <p>e) Performance of External Providers</p> <ul style="list-style-type: none"> <li>✓ External Providers are all accredited by PHILIGEPS.</li> </ul>	

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<p>4. Adequacy of resources including allocation/budget decisions, where applicable</p> <ul style="list-style-type: none"> <li>✓ Expansion and improvement of existing office</li> <li>✓ Active recruitment to comply with manpower requirements</li> </ul>	
<p>5. Effectiveness of actions taken to address risks and opportunities</p> <ul style="list-style-type: none"> <li>✓ Risk and opportunities assessment has been initiated. Thus, effectiveness of the actions taken to address risks and opportunities are not yet implemented.</li> </ul>	
<p>6. Development and other circumstances that could affect the integrity of the QMS, including any decisions related to any need for changes to the QMS</p> <ul style="list-style-type: none"> <li>✓ Posting of the revised Vision, Mission &amp; Quality Policy of BIWAD</li> <li>✓ Development &amp; implementation of the procedures and forms aligned to the new standards of ISO 9001:2015</li> <li>✓ Posting of the approved QMS Manual to the district's website</li> <li>✓ Continual improvement of the Quality Management System of BIWAD</li> </ul>	
<p>7. Conclusions of the continuing suitability, adequacy and effectiveness of BIWAD's QMS including its Quality Policy</p> <ul style="list-style-type: none"> <li>✓ Quality Management System of BIWAD has been launched but there is still a need to improve on the monitoring and measurement system of each division.</li> <li>✓ There is apparent sustained commitment for QMS implementation that facilitates approval of necessary management actions and/or issuances of policies.</li> </ul>	

**Time Adjourned:** 4:00 o'clock pm


**Tentative Date of Next Meeting:** April 2018

*Note: If any of the above agenda is not applicable or there is no issue to review/ discuss for the period covered, this must be appropriately indicated against the relevant agenda.*

Prepared by:

  
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 Document Control Officer

Reviewed by:

  
**MANUELA D. DE VERA**  
 Quality Management Representative

Approved by:

  
**ENGR. MARIANO V. GONZALO**  
 Chairperson  
 Management Review & Improvement Committee